

## User Escalation Path Chart

<b>ESCALATION TIMEFRAMES FOR EMERGENCY AND OTHER TICKETS</b>				
<b>SAO Agency Partner (IT) <sup>1</sup></b>	<b>SAO Customer Service Center Manager</b>	<b>SAO Director of TeamWorks Support &amp; Development</b>	<b>SAO CIO and Director of Client Service</b>	<b>State Accounting Officer</b>
<b>See Link:</b>  <a href="#">SAO Agency Partner Escalation Form</a>	<b>David Fields</b> <b>404-463-6909</b> <a href="mailto:dfields@sao.ga.gov">dfields@sao.ga.gov</a>	<b>Valerie Mejia</b> <b>404-651-9168</b> <a href="mailto:vmejia@sao.ga.gov">vmejia@sao.ga.gov</a>	<b>Jill Cleaveland</b> <b>404-651-7458</b> <a href="mailto:jcleaveland@sao.ga.gov">jcleaveland@sao.ga.gov</a>	<b>Alan Skelton</b> <b>404-656-2133</b> <a href="mailto:askelton@sao.ga.gov">askelton@sao.ga.gov</a>
<b>2 Business Hours</b> after the original contact with SAO	<b>8 Business Hours</b> after Ticket is reported	<b>1 Business Days</b> after Ticket is reported	<b>2 Business Days</b> after Ticket is reported	<b>3 Business Days</b> after Ticket is reported